

**Treasury's Federal Consulting Group**  
**& the Federal Communicators Network**

**eNEWS** Vol. 2, No. 3

May 23, 2005

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**NEWS**

**Census Bureau Stops E-mail Scam —  
Shuts Down Fake "Census" Web Site**

[http://www.census.gov/Press-  
release/www/releases/archives/miscellaneous/004873.html](http://www.census.gov/Press-release/www/releases/archives/miscellaneous/004873.html)

**May 30: National Moment of Remembrance on Memorial Day**

<http://www.remember.gov>  
.....

**FEATURES**

**Good Calls—Telephone help centers are winning good will for  
agencies**

Last year's big winner for overall excellence—the Veterans Affairs Insurance Call Center—processed almost all its customers' requests faster than industry standards. See the May 15, 2005 hard copy issue of Government Executive magazine.

**FEDTECH May 2005: Under the Hood**

[http://www.fedtechmagazine.com/article.asp?item\\_id=37](http://www.fedtechmagazine.com/article.asp?item_id=37)

"Architectural mapping is a very objective tool that identifies all kinds of defects and problem areas."—Ron Oberbillig, Federal Consulting Group

**FEDTECH May 2005: Training from Desktop to Battlefield: Lessons  
to Be Learned**

The e-training portal serves up thousands of courses to users.

[http://www.fedtechmagazine.com/article.asp?item\\_id=34](http://www.fedtechmagazine.com/article.asp?item_id=34)

**WashingtonPost.com: In Survey, Most Workers Are Critical of  
Management**, May 20, 2005

[http://www.washingtonpost.com/wp-  
dyn/content/article/2005/05/19/AR2005051901681.html](http://www.washingtonpost.com/wp-dyn/content/article/2005/05/19/AR2005051901681.html)

**GovernmentExecutive.com: The Faces of Leadership April 15, 2005**  
<http://www.governmentexecutive.com/features/0405-15/0405-15s4.htm>  
"You have to empower staff, you have to hold them accountable, you have to reward them."—Rose Crum-Johnson, Centers for Medicare and Medicaid Services

**Database Trends and Applications, May 2005**  
**Out with the Old? Not So Fast**  
[http://www.architechcorp.com/news/2005\\_may\\_DBTA.pdf](http://www.architechcorp.com/news/2005_may_DBTA.pdf)  
*There are more efficient ways of keeping up than ripping and replacing.*  
.....

**BOOKS**  
***Instant Persuasion: How to Change Your Words to Change Your Life***  
**by Laurie Puhn**  
<http://www.lauriepuhn.com/>  
Harvard educated lawyer and mediator Laurie Puhn translates complex mediation skills into thirty-five simple, practical rules revealed through real-life stories that show us the right way and the wrong way to say something to our colleagues, friends and family.

***Leading Up: How to Lead Your Boss so You Both Win*** by Michael Useem  
[http://leadership.wharton.upenn.edu/l\\_change/Leading\\_Up.shtml](http://leadership.wharton.upenn.edu/l_change/Leading_Up.shtml)  
In *Leading Up*, the author offers instructive accounts of an unexplored facet of leadership. Drawing on the extraordinary experiences of real people, Useem shows us what happens when those not in charge rise to the challenge and also what happens when who should step forward fail to do so.

***The First 90 Days—Critical Success Strategies for New Leaders at All Levels*** by Michael Watkins  
<http://www.amazon.com/exec/obidos/tg/detail/-/1591391105/103-2721828-2039025?v=glance>  
The President gets 100 days to prove himself—you get 90.  
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**TRAINING**  
**May 27: Determining the Optimal Number of Usability Test Participants (DC) Free**  
<http://www.usability.gov/usabilityuniversity/seminar.html#may27>

**June 7-8:**  
**Overcoming Challenges for Federal Collaboration and Interoperability**  
[http://www.digitalgovernment.com/Seminars/Overcoming\\_Challenges\\_for\\_Federal\\_Collaboration\\_and\\_Interoperability\\_Incident\\_Management\\_for\\_Federal\\_Agencies-June\\_7-8\\_2005.shtml](http://www.digitalgovernment.com/Seminars/Overcoming_Challenges_for_Federal_Collaboration_and_Interoperability_Incident_Management_for_Federal_Agencies-June_7-8_2005.shtml)

**June 13-14: Creating Electronic Management (ERM) within Enterprise Content Management Systems**  
[http://www.digitalgovernment.com/Seminars/Creating\\_Electronic\\_Management\\_ERM\\_within\\_Enterprise\\_Content\\_Management\\_SystemsECMSExhibits\\_June\\_13-June\\_13-14\\_2005.shtml](http://www.digitalgovernment.com/Seminars/Creating_Electronic_Management_ERM_within_Enterprise_Content_Management_SystemsECMSExhibits_June_13-June_13-14_2005.shtml)

**June 17: FCG's Special Community of Practice—Leadership at Every Level: To Ensure the Earth's Vitality (DC) Free**  
[http://www.fcg.gov/pdfs/FCG\\_community\\_practice\\_061705.pdf](http://www.fcg.gov/pdfs/FCG_community_practice_061705.pdf)

To register, write to [lee.salmon@ots.treas.gov](mailto:lee.salmon@ots.treas.gov)

**June 21: FCG's ACSI Survey Users (DC) Free (9:30 a.m.)**  
[http://www.fcg.gov/pdfs/survey\\_user\\_group.pdf](http://www.fcg.gov/pdfs/survey_user_group.pdf)

You may attend if you are a user or just interested. Contact [linda.collins@ots.treas.gov](mailto:linda.collins@ots.treas.gov).

**June 21: FCG's Community Service Forum (DC) Free (1 p.m.)**  
[http://www.fcg.gov/pdfs/survey\\_user\\_group.pdf](http://www.fcg.gov/pdfs/survey_user_group.pdf)

You may attend if you are a regular participant or just interested. Contact [linda.collins@ots.treas.gov](mailto:linda.collins@ots.treas.gov). Agenda will be ready near the end of May.

**June 24: FCG's Coaches Community of Practice—The Meta Model of Change (DC) Free**  
<http://www.fcg.gov/meta-model-of-change.html>

You may attend if you are a member or just interested. Contact [lee.salmon@ots.treas.gov](mailto:lee.salmon@ots.treas.gov)

**June 28-30: 2005 Government Communications Summit, Arlington, VA**  
Comprehensive Strategies for Designing, Implementing and Evaluating Public Information Campaigns in Government  
[http://www.performanceweb.org/CENTERS/Communication\\_Strategy/Events/P368/P368.htm](http://www.performanceweb.org/CENTERS/Communication_Strategy/Events/P368/P368.htm)

**July 25-26: Excellence in Government Conference (DC)**  
<http://www2.govexec.com/excelgoveast/>  
40 training sessions in 8 tracks

## RESOURCES

**GovExec.com Training Calendar** <http://www.govexec.com/calendar>  
You can find government and private sector training events on this calendar and you can add your events. It's free.

**Baldrige Award Calendar**  
<http://www.quality.nist.gov/Calendar.htm>

**Harvard Business Online**  
Books, management tools, and other resources  
[http://www.hbsp.harvard.edu/b02/en/home/index.jhtml?\\_requestid=17765](http://www.hbsp.harvard.edu/b02/en/home/index.jhtml?_requestid=17765)

**OPM's Awards Calendar**  
<http://www.opm.gov/perform/articles/2001/AWDABC.asp>

## **SUBMISSIONS**

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Patricia B. Wood  
Director of Communications  
Federal Consulting Group  
Department of the Treasury  
&  
Chair, Federal Communicators Network  
(202) 906-7049  
[pat.wood@ots.treas.gov](mailto:pat.wood@ots.treas.gov)

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